

STATE OF WASHINGTON



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OFFICE OF
INSURANCE COMMISSIONER

Technical Advisory - Technical Assistance Advisory T 98-4

May 7, 1998

Attn: All Insurers

Subject: Adequate Response to Inquiry

WAC 284-30-650 and WAC 284-30-360(2) require prompt and adequate response to any inquiry from the Office of the Insurance Commissioner relative to the business of insurance.

In general, we are receiving communication responding to the inquiry from the Office of the Insurance Commissioner within the 15 business days required. Our concern stems from the growing lack of adequacy of response to **all** the issues addressed in the inquiry and the lack of documentation in support of the company position.

From this date forward, this office will not accept any communication received in response to an inquiry as complying with WAC 284-30-650 and WAC 284-30-360(2) **unless** the communication addresses every issue in the inquiry, including documentation in support of the company position. **Acknowledgment letters that say an answer is forthcoming will not satisfy the time response requirement of WAC 284-30-650 and WAC 284-30-360.**

Failure to comply will subject an insurer to disciplinary action pursuant to RCW 48.05.140 and RCW 48.05.185. Exceptions will be granted only in rare circumstances and where companies have demonstrated good faith in cooperating with the inquiry.